https://www.gjsentinel.com/news/western_colorado/threats-to-rocky-mountain-health-plans-caused-four-month-office-closure/article_12e06d9d-4594-4ada-9985-eb1e0dd99515.html

CENTERPIECE | TOP STORY

# Threats to Rocky Mountain Health Plans caused four-month office closure

By JACE DICOLA Jace.DiCola@gjsentinel.com
Jul 30, 2025

Larry Robinson/The Daily Sentinel

The front sign for the Weber Building in Grand Junction, which is currently housing United Healthcare's Rocky Mountain Health Plans, is seen on July 22. Rocky Mountain Health Plans' office was closed for four months earlier this year because of threats made to staff.

Larry Robinson/The Daily Sentinel

The Daily Sentinel received multiple tips that violent threats had been leveled against Rocky Mountain Health Plans' Grand Junction office and staff earlier this year, leading to a four-month closure of the building.

Rocky Mountain Health Plans is one of the Grand Valley's largest health insurance agencies, the region's contracted Medicaid manager and a subsidiary of UnitedHealthcare, the highest grossing health care company and seventh-largest company by revenue worldwide.

While RMHP had not previously disclosed such information to the public, a Grand Junction Police Department records request substantiated two incidents: one in December 2024 and the other spanning nearly three years, reaching its peak in April.

"I am just glad I don't have any access to guns and don't have any money to buy one, nor do I know how to build explosives, because I just don't know what you all might have driven me to do at this point," an individual said in an email to Rocky staff in December, according to the GJPD case report.

"There might have to be a mental health issue happen that's very loud down at the offices of Rocky Mountain Health Plans, and I don't give a dn if I go to jail," they added.

## THREATS TO REPLICATE UNITED CEO SHOOTING

In mid-January, employees in the local office, 2775 Crossroads Blvd, were told that all work would be conducted remotely, effective immediately.

"The safety of our employees is our top priority," A UnitedHealth statement said. "In some instances, out of an abundance of caution, we have asked our employees to work from home to ensure a safe work environment."

On Jan. 14, just before the office's closure, an employee with United Health Group's legal department contacted GJPD.

The reporting party, whose name was redacted, told police that a female client called the local office several times over 2½ hours, threatening to shoot staff and executives at Rocky and United.

Although police contact was made in mid-January, the reporting party stated that the event occurred over one month prior, on Dec 10. The United employee attributed her delay to having already reported the threats to the U.S. Department of Homeland Security and another detective

with GJPD.

The Sentinel was unable to locate any other case reports to substantiate the claim.

Regardless, the reporting employee told GJPD that she still believed the perpetrator was "unmedicated and could pose a serious threat to the business."

According to the officer who reviewed the phone calls, those threats stemmed from complications the client had in obtaining a prescription refill during her initial two calls.

The Associated Press

Suspect Luigi Mangione is taken into the Blair County Courthouse in December 2024.

The Associated Press

"I'm gonna take a little drive down to Rocky Mountain Health Plans around the corner, and I'm gonna go in, and they will call you for me," the unnamed perpetrator said in one of the recorded phone calls, according to the case report. "You deny and defend your denial. Bang, bang."

"I just want you to comply with the state law instead of deny, defend (and) depose," they added. "Obviously, we needed about nine more (Chief Executive Officers) taken out."

The phrase, “Deny, defend and depose,” was a reference to Luigi Mangione, who allegedly shot UnitedHealthcare CEO Brian Thompson only six days before the incident. The phrase – which alludes to the practice of denying coverage and refusing to pre-authorize a medical service – was inscribed on shell casings at the crime scene.

Following up on the report, GJPD’s Co-Response Unit contacted the alleged perpetrator by phone, offering resource assistance and stating that Rocky was concerned, without explicitly mentioning threats.

The individual stated she had the proper medications and a therapist, adding she should not be contacted again without legal representation.

The responding officer stated that his Jan. 16 visit indicated there was no longer an active threat to Rocky because she had her medication, and over a month had passed.

Although charges were not pressed, the incident was documented in case the client “escalates or makes additional threats in the future...”

GJPD stated they take all reports of threats seriously and investigate them thoroughly, but there was insufficient probable cause to justify a criminal charge.

“Due to medical privacy concerns, we cannot comment further on the details in this case,” a GJPD spokesperson said. “Based on many factors, we did not believe there to be an ongoing threat to public safety.”

## SUSTAINED, “ESCALATING” THREATS

A second GJPD case report revealed the continued escalation of “threatening and violent” messages to Rocky staff between October 2023 and April of this year.

According to the report, one of Rocky’s executives contacted GJPD on April 18 because a years-long client’s threatening behavior “has been escalating the last few weeks for unknown reasons.”

The executive added that the client had recently obtained staff’s personal emails and phone numbers, emailed photos of staff accompanied by “other disturbing pictures,” and threatened to shoot staff on several occasions.

"(The executive) advised that some of the staff have actually gotten concealed carry permits or purchased firearms to protect themselves, advising that they didn't feel safe out in the community with (alleged offender) knowing them and contacting them with their families outside of work, potentially," the case report stated.

The reporting party told GJPD they didn't want to press charges, as "they are still mandated to work with (the individual) and don't want to interfere further into the relationship."

Instead, they asked that the officers conduct a welfare check, mental health assessment and warn the client that further threats would result in criminal charges.

The responding officer requested the names of affected staff, specific dates and email evidence. The executive provided all the requested materials, except for staff names and contact information.

GJPD's Co-Response Unit visited the client's home, where the individual denied threatening anyone, claimed that Rocky had been harassing her and stated she did not own a firearm, know how to use one or plan to harm anyone.

Because Rocky elected not to press charges, the case was closed on May 3, about two weeks before the office reopened.

## UNITED'S RESPONSE, ON BEHALF OF ROCKY

The Sentinel reached out to Rocky regarding the December incident and whether it prompted the work-from-home directive.

A UnitedHealth spokesperson responded, saying that as soon as their security team was made aware of the threats, they filed the police report and closed the office "out of an abundance of caution, while we made security enhancements."

Some current and former staff told the Sentinel that they were not given a specific reason for the four-month office closure, nor did they know about the threats being made to their office.

When asked to comment on the claims, the UnitedHealth spokesperson said they ensured transparency throughout the process.

"We communicate openly with our employees about the steps we take to ensure their safety and regularly adapt our protocols to keep our people and facilities secure," an official statement said.

UnitedHealth did not address questions about whether the incidents have prompted a change in protocol, how Rocky can address staff concerns about safety and transparency or what resources are available to staff who are threatened on the job.

Tags

Issues In Ethics | Social Issues | Politics | Unitedhealth Group | Crime | Concealed Carry In The United States | Killing Of Brian Thompson | Justice

Jace DiCola

Learn more about your privacy options